



05-07-04

App. No. 09/847,490
Amdt. dated May 6, 2004
Reply to Office Action of November 6, 2003

#6/A 2635 \$
5/19/04CERTIFICATE OF EXPRESS
MAILINGExpress Mail Mailing Label
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I hereby certify that this paper
is being deposited with the
United States Postal Service
"Express Mail Post Office
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Commissioner for Patents, P.O.
Box 1450, Alexandria, VA 22313-
1450

Marilyn Stults
In the event that this Paper is
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is not filed concurrently
herewith, please consider this
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extension of time, and to the
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any other fee required in
connection with this Paper, to
Account No. 06-1378.

Attorney Docket No. 00860/RPM**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant : William EGGERS

Serial No. : 09/847,490

Filed : May 2, 2001

For : SERVICE REQUEST
COMMUNICATION SYSTEM

Art Unit : 2635

Examiner : Brian A. Zimmerman

Confirm. No.: 6266

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MAY 17 2004

Technology Center 2600

AMENDMENT
Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

S I R :

This is responsive to the Office Action mailed November 6,
2003, the term for response to which is extended by three months
by Petition filed concurrently herewith to May 6, 2004.

Amendments to the Claims are reflected in the listing of claims
which begins on page 2 of this paper.

Remarks/Arguments begin on page 24 of this paper.

05/10/2004 AOSMANI 00000031 09847490

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